



# FACILITIES CONNECT - SERVICE REQUEST CATEGORIES AND TYPES

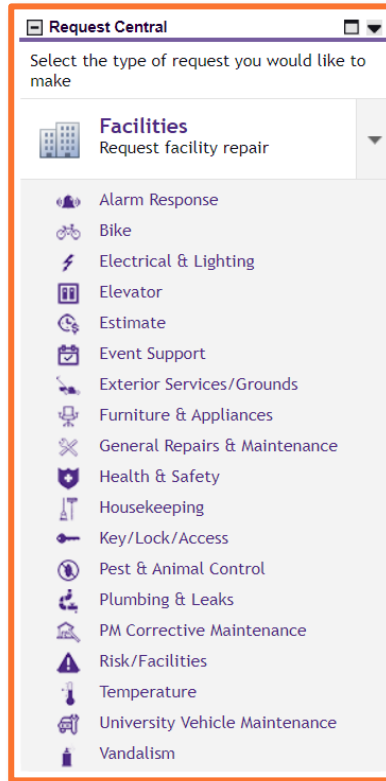
Provides a complete listing and definitions of available Request Categories and Service Request Types for submitting a Service Request in Facilities Connect.

## ▼ GETTING STARTED

To initiate a new Service Request in Facilities Connect, you must select a **Request Category** and **Service Request Type**. For a detailed walkthrough on how to submit a Service Request, please refer to the **Create a Service Request** job aid.

1

In Facilities Connect, all **Service Requests** are initiated from the **Request Central** menu



2

To begin, select the appropriate **Request Category** for your request.

You will then select a **Service Request Type** when entering your request. This document provides a full listing of **Request Categories** and **Service Request Types**.

## ALARM RESPONSE

Service Request Type	Description	Chartstring Req'd
Alarm Other	Report any other activated/sounding alarm. If this is for a fume hood, please go to Health & Safety, otherwise be specific in the request.	No
Door Alarm	Report an activated/sounding door alarm.	No
Fire Alarm	Report an activated/sounding fire alarm.	No
Gas Alarm	Report an activated/sounding gas alarm.	No
Generator Alarm	Report an activated/sounding generator alarm.	No
HVAC Alarm	Report an activated/sounding HVAC alarm.	No
Lab Equipment Alarm	Report an activated/sounding alarm on lab equipment.	No
Plumbing Alarm	Report an activated/sounding plumbing alarm (sump pump, booster pump, etc.).	No
Supervisory Alarm	Report an activated/sounding supervisory alarm.	No
Trouble Alarm	Report an activated/sounding trouble alarm.	No



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### BIKE

Service Request Type	Description	Chartstring Req'd
Bike Other	Request other bike maintenance. Please be specific in the request.	Yes
Bike Rack Repair	Request bike rack maintenance.	No
Bike Removal	Request removal of abandoned or illegally parked bike.	Yes
Bike Repair Station Maintenance	Request bike repair station maintenance.	Yes
Cut Bike Lock	Request a bike lock to be cut. Proof of ownership or bike registration required.	Yes

### ELECTRICAL & LIGHTING

Service Request Type	Description	Chartstring Req'd
Blue Light Emergency Telephone	Report the light is out.	No
Doorbell	Report doorbell issues or outages.	No
Electrical & Lighting Other	Report any other electrical issues. Please be specific in the request.	Yes
Electrical Outlet	Report an electrical outlet that is Not working.	No
Emergency or Exit Lighting	Report inadequate or missing emergency or exit lighting.	No
Extension Cord	Report a damaged/malfunctioning extension cord. Request a new extension cord.	No
Lights	Report broken or malfunctioning lights.	No
Portable Lamp	Report a broken or malfunctioning portable lamp.	Yes
Power	Report power issues or outages.	No

### ELEVATOR

Service Request Type	Description	Chartstring Req'd
Elevator Entrapment	Report an elevator entrapment. Please call Customer Service at (847) 491-5201 (Evanston) or (312) 503-8000 (Chicago) for immediate service.	No
Elevator Other	Report any other elevator issues. Please be specific in the request.	No
Elevator Repair	Report an elevator issue or malfunction.	No

### ESTIMATE

Service Request Type	Description	Chartstring Req'd
Estimate Request	Request an estimate. Please be specific in the request.	No
Perform Estimated Work	Perform estimated work. Please clearly identify estimate.	Yes



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### EVENT SUPPORT

Service Request Type	Description	Chartstring Req'd
Event Support	Request support for an event on campus. Please be specific in the request.	Yes

### EXTERIOR SERVICES / GROUNDS

Service Request Type	Description	Chartstring Req'd
Exterior Flood	Report flooding outside of a building.	No
Exterior Service/Grounds Other	Request other exterior services. Please be specific in the request.	Yes
Exterior Signage	Report damaged or missing signs on buildings/campus or request new exterior signs.	No
Exterior Trash/Recycling	Request pickup of trash/recycling. Request a new trash/recycling container.	No
Landscape	Report missing or damaged landscaping on campus.	No
Porch Repair	Report a porch that is damaged or in need of repair.	No
Ramps	Report a ramp that is damaged or in need of repair.	No
Roads & Walkways	Report damaged roads and walkways.	No
Snow & Ice	Report need for salting or removal of snow and ice.	No
Window Washing	Request exterior window washing.	Yes

### FURNITURE & APPLIANCES

Service Request Type	Description	Chartstring Req'd
Accommodate Special Request	Accommodate special request. Please be specific in the request.	Yes
Fix/Replace Dresser	Repair or replace dresser doors, drawers, knobs, etc.	No
New/Replace Window Blinds	Report window blinds that are damaged or need to be replaced.	Yes
Fix Window Blinds	Report window blinds that are damaged and need to be repaired.	No
Furniture & Appliances Other	Request other furniture & appliances for maintenance. Please be specific in the request.	Yes
Hang Bulletin/White Board	Request a bulletin/white board to be hung.	Yes
Hang/Remove TV	Request a TV be hung or removed. Please call NUIT at (847) 491-4357 to connect a TV to the campus wireless network.	Yes
Loft/Unloft Bed	Request bed to be lofted or unlofted.	No
Remove Unwanted Bulletin/White Board	Request removal of unwanted bulletin/white board.	Yes
Repair/Maintain Recreational Equipment	Request repair of recreational equipment i.e. pool or ping pong table, exercise equipment, piano. Includes piano tuning.	No



## FACILITIES CONNECT - SERVICE REQUEST CATEGORIES AND TYPES

### FURNITURE & APPLIANCES (CONTINUED)

Service Request Type	Description	Chartstring Req'd
Repair/Replace Appliance	Request repair or replacement of appliances i.e. microwave or broken refrigerator handle.	Yes
Replace/Repair Broken Bed	Report a broken bed that needs to be repaired or replaced.	No

### GENERAL REPAIRS & MAINTENANCE

Service Request Type	Description	Chartstring Req'd
Ceiling Tile	Report a missing or damaged ceiling tile.	No
Door	Report any door malfunctions. Please be specific in the request.	No
Fire Door	Report a problem with a fire door i.e. Not closing, missing signage, Not adequately rated for the space.	No
Fire Escape	Report fire escape damage, obstruction, or inadequacy.	No
Floor New/Replace	Request new or replacement flooring.	Yes
Floor Openings/Grates	Report if a floor has openings or grates missing, damaged, obstructed, or inadequate.	No
Floor Repair	Report a floor in need of repair.	No
General Repairs & Maintenance Other	Request other interior services. Please be specific in the request.	Yes
Hang Dispenser	Request hanging or rehangng of a soap dispenser, paper dispenser, etc.	No
Hatch	Report a damaged, obstructed or inadequate fire escape hatch.	No
Interior Signage New/Replace	Request new or replacement interior signage.	Yes
Interior Signage Repair	Request an interior sign to be repaired.	No
Noise	Report a Noise issue.	No
Odor – Burning / Chemical / Gas	Report burning, chemical or gas odors. Please indicate the type of odor.	No
Odor - Other	Report other odors. Please indicate type of odor i.e. animal, sewer, bathroom.	No
Painting	Request painting.	Yes
Reattach Baseboard	Request baseboard to be reattached.	No
Repair Wall	Report a damaged wall.	No
Shelves & Pictures	Request shelves & pictures to be hung or repaired.	Yes
Stairs & Railings	Report a problem with stairs or railings.	No
Windows & Shades	Report a window or shade repair.	No



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### HEALTH & SAFETY

Service Request Type	Description	Chartstring Req'd
Appliances (Lab)	Report an appliance issue i.e. broken or malfunctioning, plugged into extension cord.	Yes
Egress	Report obstructions to emergency escape routes or paths i.e. blocked aisles, unmarked, poorly lit.	No
Ergonomic Assessment	Request an Ergonomic Assessment. Please be specific in the request.	No
Exit Sign	Report broken, missing, and incorrect exit sign.	No
Exposed Wire	Report exposed electrical wires.	No
Fire Extinguishers - Specialized	Request repair, replacement or purchase of a specialized or Non-standard fire extinguisher.	Yes
Fire Extinguishers - Standard	Request repair or replacement of standard fire extinguisher.	No
Fume Hood Alarm	Report an activated/sounding fume alarm.	No
Fume Hood Repair	Report an issue with a fume hood.	No
Lab Gas Alarm	Report an activated/sounding gas alarm.	No
Guarding	Report exposed moving parts.	No
Hazardous Materials	Report issue with hazardous materials.	No
Hazardous Waste Pickup	Request hazardous waste removal. Please be specific in the request.	No
Health & Safety Other	Report other health & safety issues. Please be specific in the request.	No
Indoor Air Quality	Request indoor air quality assessment.	No
Junction Boxes	Report uncovered or insecure junction boxes.	No
Labeling/Signage	Identification of a hazard i.e. confined space is missing or requires installation.	No
Ladder	Report inadequate ladder height i.e. Not 3 feet above working surface or if ladder is damaged or in disrepair.	No
Lab Pressurization/Air Flow Issue	Report an issue with pressurization/air flow.	No
Refrigerant	Request refrigerant removal.	No
RO/DI Water	Report repair or malfunctioning RO/DI water.	No
Storage	Report improper or excessive storage, or other storage issues.	No

### HOUSEKEEPING

Service Request Type	Description	Chartstring Req'd
Bodily Fluid Cleanup	Report a bodily fluid cleanup.	No
Broken Glass	Report broken glass to be cleaned up.	No



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### HOUSEKEEPING (CONTINUED)

Service Request Type	Description	Chartstring Req'd
Clean Washer Gasket	Request a washer gasket to be cleaned.	No
Disinfect	Report something needs to be disinfected. Please be specific in the request.	No
Dusting	Report something needing to be dusted. Please be specific i.e. ledges, furniture, handrails.	Yes
General Cleaning	Request general cleaning. Please be specific in the request.	No
Housekeeping Other	Request other house keeping services. Please be specific in the request.	Yes
Laundry	Report a broken, dirty or malfunctioning machine in a campus building.	No
Mop/Sweep Floor	Request a floor to be mopped or swept.	Yes
Recycling Bin	Request new recycling container.	Yes
Remove Mildew	Request mildew to be removed.	No
Remove Trash/Recycling	Request trash or recycling to be removed.	No
Replenish Supplies	Request for supplies to be replenished. Please be specific about what supplies are needed i.e. toilet paper, soap, disinfectant wipes.	No
Request Recycling Service	Request a recycling pickup.	No
Spot Cleaning	Request for spot-cleaning i.e. walls, ceiling, baseboards, furniture, floors.	No
Trash New Container	Request for new trash container.	Yes
Trash Pickup	Request for trash pickup	No
Vacuum Carpet	Request carpet to be vacuumed.	No
Water and Spills	Request a water extraction. Please specify if there is an active leak.	No

### KEY / LOCK / ACCESS

Service Request Type	Description	Chartstring Req'd
Add Key to Key Ring	Request a key be added to a key ring.	Yes
Broken Key/Lock	Report a broken key or lock.	No
Broken Reader/Keypad	Report a broken reader or keypad.	No
Cabinet/Desk/ Pedestal Lock	Request cabinet, desk or pedestal lock repair or replacement.	Yes
Exterior & Stairwell Lockout	Report an exterior and stairwell lockout.	No
Key/Lock/Access Request Other	Other key/lock/access request. Please be specific in the request.	Yes
Lost/Stolen Key	Report a lost key/fob/keycard.	Yes



## FACILITIES CONNECT - SERVICE REQUEST CATEGORIES AND TYPES

### KEY / LOCK / ACCESS (CONTINUED)

Service Request Type	Description	Chartstring Req'd
New Key/Access Request	Request new key or room access.	Yes
Project Key	Request keys for a project.	Yes
Return Key	Request to return a key.	No
Room Lockout	Report a room lockout.	No
Transfer Key	Request a key transfer.	Yes

### MOTOR POOL RESERVATION

Service Request Type	Description	Chartstring Req'd
Motor Pool Reservation Other	Request a motor pool reservation. Please be specific in the request.	Yes

### PEST & ANIMAL CONTROL

Service Request Type	Description	Chartstring Req'd
Pest & Animal Control Other	Request pest & animal control. Please be specific in the request.	No

### PLUMBING & LEAKS

Service Request Type	Description	Chartstring Req'd
Backflow Preventer	Request backflow preventer maintenance.	No
Ceiling Leak	Report an active leak form the ceiling.	No
Clog	Report a sink/toilet/shower clog.	No
Drinking Fountains	Request a drinking fountain repair or maintenance.	No
Eyewash/Safety Shower	Report a malfunctioning eyewash/safety shower.	No
Fire Sprinklers	Report sprinklers missing parts i.e. connection caps, escutcheon plates.	No
Flood	Report an interior flood.	No
Floor Drain	Report a problem with a floor drain	No
Gas	Report a problem with gas	No
Leak	Report an active leak.	No
Mixing Valve	Request mixing valve maintenance.	No
Plumbing & Leaks Other	Report other plumbing and leak issues. Please be specific in the request.	Yes
Roof Leak	Report an active leak from the roof.	No



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### PLUMBING & LEAKS (CONTINUED)

Service Request Type	Description	Chartstring Req'd
Shower	Report a malfunctioning shower.	No
Sink	Report a broken or leaking sink.	No
Structural Leak	Report an active leak from interior walls or drains.	No
Toilet	Report a toilet issue i.e. broken seats, Not flushing.	No
Water Pressure	Report a problem with water pressure	No
Water Temperature	Report a problem with water temperature	No
Window Leak	Report an active leak from a window.	No

### TEMPERATURE

Service Request Type	Description	Chartstring Req'd
Other HVAC Service	Request other HVAC service. Please be specific in the request.	Yes
Pressurization/Air Flow Issue	Report a pressurization/air flow issue.	No
Room Too Cold	Report that a room is too cold.	No
Room Too Warm	Report that a room is too warm.	No
Window AC - New	Request a new window AC unit.	Yes
Window AC - Repair/Replace	Request a repair or replacement of a window AC unit.	No

### UNIVERSITY VEHICLE MAINTENANCE

Service Request Type	Description	Chartstring Req'd
Athletics Request	Request maintenance on athletics vehicles.	Yes

### VANDALISM

Service Request Type	Description	Chartstring Req'd
Vandalism Other	Report vandalism. Please be specific in the request.	No